

Department of Human Resources 311 West Saratoga Street Baltimore MD 21201	Family Investment Administration ACTION TRANSMITTAL
Control Number: 17-10 Revised	Effective Date: UPON RECEIPT Issuance Date: November 30, 2016

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF**

FROM: TRACEY C. PALIATH, EXECUTIVE DIRECTOR

Tracey Paliath

RE: ELDERLY SIMPLIFIED APPLICATION PROJECT (ESAP)

PROGRAMS AFFECTED: FOOD SUPPLEMENT PROGRAM

ORIGINATING OFFICE: OFFICE OF PROGRAMS

Background

The previously issued Action Transmittal #17-10 contained some unclear information on ESAP and we have received numerous questions about the process. We are issuing this revised AT-17-10 with attachments to provide additional guidance to staff. AT 17-10 Revised and the attached information clarify that:

- The Rights and Responsibilities must be signed.
- The application has been revised slightly to require the customer's signature at the end of the Rights and Responsibilities only.
- Customers cannot apply for the Maryland Supplemental Nutrition Assistance Program (MSNAP). That policy and procedure has not changed.
- Customers must return the Change Form at the end of the 12th month and the 24th months or their FSP case should be closed with 10 days adverse action. DHR Central will send out the Change Form.

Included with 17-10 Revised is an Elderly Simplified Application Project (ESAP) toolkit including questions and answers that Policy has received. We will post the toolkit on FIPNet and the Q&A on the Google Drive for easy access. As we receive additional information from our federal partners at the USDA, Food and Nutrition Service (FNS) we will provide updates.

Summary

In an effort to be responsive to the needs of local departments and the customers we serve,

FIA requested and received approval from the Food and Nutrition Service (FNS) to implement a demonstration project allowing us to waive certain Food Supplement Program (FSP) rules for customers over age 60 who have no earned income.

Anyone with earned income is not eligible for the Elderly Simplified Application Project (ESAP). The primary goal of ESAP is to simplify the application and verification process for eligible seniors. Maryland is the sixth state to implement ESAP.

The project has several key advantages:

- Increased efficiency by using a DHR Central team to process applications filed via *myDHR*.
- Increased use of electronic verification sources to improve both efficiency and accuracy.
- Reduced verification requirements for customers.
- Elimination of the redetermination interview, saving case managers from scheduling and conducting interviews.
- Extended certification to 36 months for the customers' convenience.

ESAP was implemented statewide effective Tuesday, November 1, 2016.

ACTION REQUIRED

Case manager actions:

A team of staff within FIA's Bureau of Local Operations will process ESAP applications filed through *myDHR*. When a customer or a customer's authorized representative comes to a local department to file an application, encourage them to use *myDHR* to apply for FSP. The logic within *myDHR* will automatically screen the customer for ESAP (at least 60 years old with no earned income), and automatically assign the application to district office (DO) 006, which is the FIA Central team.

If the customer opts to fill out a paper application, use the new ESAP application. Customers may also fill out the 9701 application. Using a paper application means that the case manager must process the application in the LDSS. If a customer applies for FSP and another FIA benefit program through *myDHR*, the application will be routed to the local department for handling.

Case managers should note that the ESAP application signature page is located at the end of the Rights and Responsibilities. Customers must sign the application.

For existing FSP customers, the local departments are responsible for converting

customers to ESAP at the next redetermination. The same CARES procedures should be used for this. ESAP cases are maintained in the LDSS.

ESAP

1. Reduced verification requirements for customers. Case managers are responsible for obtaining verifications through computer matches and system clearances. The customer may verify required information that is questionable.

- ESAP-eligible customers are not required to verify unearned income, household size, residency, identity, and shelter expenses, unless questionable.
- Case managers should use computer matches to verify information. Case managers should use systems such as SOLQ, SDX, MABS and the WORK Number to verify income, identity, and social security number.
 - Medical expenses must be verified to allow the customer the medical expense deduction.
 - When medical expenses are not verified, request verification from the customer.

2. ESAP customers have an extended certification period of 36 months.

- An annual contact with ESAP households is required. The FIA Central team will send out the 12 and 24 month contacts. The contact form must be returned to the Central unit.
- Extending the certification period requires a CARES workaround described in the CARES Procedures section of this action transmittal.

3. After the initial interview, ESAP customers are not required to be interviewed again.

- Once the customer has an initial interview (whenever possible, this should be a telephone interview), there is no requirement for an interview at redetermination or at the 12 or 24 month contact, unless the ESAP FSP case is being denied.
- No ESAP case can be denied without an attempt to schedule an interview with the customer.

4. If an ESAP customer requests a fair hearing, the hearing can be completed by telephone.

- The customer does not have to appear in person for the hearing.

Case managers must complete and mail approval notices to ESAP customers. The application approval notice and redetermination notice are the only ESAP notices. Existing CARES notices will be issued, if there is a denial, reduction in benefits or case closing.

CARES PROCEDURES

Case managers must code the Special Circumstances field on the **CARES ADDR** screen with an **'ES'** for the Elderly Simplified Application Project. At this time that is the only designation in CARES that the case is an ESAP.

After an approved ESAP case is finalized, case managers should immediately extend the certification period to 36 months or three years and suppress all CARES notices. For cases that have an initial six-month certification period, the extension is done in CARES by initializing a Redet, completing the Redet, then completing an additional **four Redets**. The five Redets add 30 months to the certification period to create the 36-month certification.

For cases that have an initial 12-month certification period, such as FSP cases where the client is an SSI recipient, **only two additional Redets** are needed, each adding a 12-month, or one-year extension.

A. For cases where the initial certification period starts at 6 months, follow these steps to create the 36-month extension:

1. After finalizing the case, immediately initiate a Redet by **selecting option "N" (Initiate Redet) from the AMEN screen.**
2. On the REDE (Initiate Redetermination) screen, **type 'Y' to the left of the AU information and press Enter.**

UPDATE MONTH 08 16		INITIATE REDETERMINATION - REDE				REDE 01	
SEL	F NAME	MI	L NAME	SUFF	AU ID	PROG	REDET PROCESS BEGIN DATE
<u>Y</u>	DOE	JANE			350012480	FS	

Message 0700
0700 ENTER "Y" TO SELECT OR PRESS "PF3" TO EXIT

- From the **AMEN** screen, select option 'R', 'Interim/Hist Change', to complete the Redet.
- Fast path to the MISC screen** and enter a 'Y' in the 'Redet Compl' field, then press Enter.

CHANGE	AU NON-FINANCIAL MISCELLANEOUS - MISC										MISC	A
Month 08 16	REN285 07 31 16											
HOH Name DOE		JANE		Client ID 474010415								
AU ID 350012480		Prog FS		SAIL Ctl								
MR/OR	MR/OR	MR/OR	Calc	Elig	Trial	Elig	FS	--Expedited--				
Recd	Complete	Good Cause		Ind	HH	Increm	Intvw	Sery Disc Date				
				Y			Y	N				
Redet	Telephone	Auto Re	SLAM	Lump Sum	Presump	-----Redet-----			Dly Days	QMB		
Compl	Int Date	Override	Ind	Remain	Elig	Method	Send	EDD	Ran	QDue		
Y	N				F				0			
PPI Service Ref		Rsn	Date	QA Error		Ind	QC	SR	AR			
Are there any unpaid medical bills?				MA Ext								
Sched Interview				Unit Number 1520375		Client ID						
Del	Inquiry Date	07 31 16		EW ID								
Appt Date				Appt Type		Method						
Appt Begin Time (HH:MM)		:		Appt End Time (HH:MM)		:						
Session :												
L Name/Appt Remarks												
Message												
13-note 14-schs 15-lett												
20-gint 21-mish 23-alau												

- On the **ELIG** screen enter 'Y' in the 'Confirm' field, then press Enter.

CHANGE	NON-FINANCIAL ELIGIBILITY RESULTS - ELIG										ELIG	A
Month 08 16	RPV99A 07 31 16										01	
AU ID 350012480		Prog FS		Prog Type S		Med Cvrgr Gxp						
Confirm Y		Two Parent		MOE Reason Codes		DHMH Ref						
AU	AU Status	AU Stat	Appl	Begin	Pd Thru	---Penalty---						
Stat	Reasons	Date	Date	Date	Date	Type	End Date					
A		073116	072516	072516								
First Name	Last Name	Rel	V	Finl Resp	--Stat--	Rsn	Appl	Begin	Pd Thru	St	Penalty	SYSAB
DOE	JAN	SE	BC	RE	A	073116	072516	072516		MA	Type	Date
											NO	
EDRS INTERFACE SUCCESSFUL												
Message												

6. On the **FSFI** screen enter 'Y' in the '**Bnft Confirm**' field and 'Y' in '**Notice Override**' field, then press **Enter**. The '**Redet End Date**' will now show an additional six months. The '**Redet Begin Date**' will show the ongoing month as the redet is being done in the ongoing month.

CHANGE		FOOD STAMP FINANCIAL ELIGIBILITY - FSFI		FSFI	A
Month 08 16		BEN285	07 31 16		
AU ID 350012480	Prog FS	Prog Type S	HH Size 01		
Cat Elig F		Child Support Deductn	.00		
Assets		Shelter Cost	1000.00	Uncapped	
Asset Limit	3250.00	Shelter Deductn	1000.00	Shelter Y	
Total Assets	.00	Medical Deductn	.00		
Income Test		Dep Care Deductn	.00	TFS N	
Gross Income Standard	.00	Adjusted Net Income	.00	CAP N	
Gross Earned Income	.00	Net Income Standard	.00		
Earned Income Deductn	.00	30% Adj Net Income	.00		
Net Earned Income	.00	Thrifty Food Plan	194.00		
Gross Unearned Income	.00	Grant Amount	194.00		
Cash Benefit Amount	.00	Recoupment Amount	.00		
IV-D Passthru Amount	.00	Benefit Amount	194.00		
Standard Deductn	157.00	Previous Benefit	194.00		
Bnft Eff Date 073116	Bnft Confirm Y	Reasons 237		Budgeting Method P	
Type 004	Waive Advr Act Period	Notice Override Y		Simplified Rpt N	
Redet Begin Date 08 16	Redet End Date 06 17	MR Stat N	MR Class 7	Strat Y	
Message					

7. Repeat actions #3 to #6 four more times until the Redet End Date value indicates a 36-month certification. After the **fifth and final 'Interim/Hist Change'** process, the FSFI screen will show the 36-month, 3-year, cert period.

CHANGE		FOOD STAMP FINANCIAL ELIGIBILITY - FSFI		FSFI	A
Month 08 16		BEN285	07 31 16		
AU ID 350012480	Prog FS	Prog Type S	HH Size 01		
Cat Elig F		Child Support Deductn	.00		
Assets		Shelter Cost	1000.00	Uncapped	
Asset Limit	3250.00	Shelter Deductn	1000.00	Shelter Y	
Total Assets	.00	Medical Deductn	.00		
Income Test		Dep Care Deductn	.00	TFS N	
Gross Income Standard	.00	Adjusted Net Income	.00	CAP N	
Gross Earned Income	.00	Net Income Standard	.00		
Earned Income Deductn	.00	30% Adj Net Income	.00		
Net Earned Income	.00	Thrifty Food Plan	194.00		
Gross Unearned Income	.00	Grant Amount	194.00		
Cash Benefit Amount	.00	Recoupment Amount	.00		
IV-D Passthru Amount	.00	Benefit Amount	194.00		
Standard Deductn	157.00	Previous Benefit	194.00		
Bnft Eff Date 073116	Bnft Confirm Y	Reasons 237		Budgeting Method P	
Notice Type 004	Waive Advr Act Period	Notice Override Y		Simplified Rpt N	
Redet Begin Date 08 16	Redet End Date 06 19	MR Stat N	MR Class 7	Strat Y	

B. For cases where the initial certification period starts at 12 months, as is for FSP/SSI customers, follow these steps to create the 36-month extension:

1. After finalizing the case, immediately initiate a Redet by **selecting option “N” (Initiate Redet) from the AMEN screen.**
2. In the **REDE** (Initiate Redetermination) screen, **type ‘Y’ to the left of the AU** information and **press Enter.**

UPDATE MONTH 09 16		INITIATE REDETERMINATION - REDE				REDE 01	
SEL	F NAME MI	L NAME	SUFF	AU ID	PROG	REDET PROCESS BEGIN DATE	
<input checked="" type="checkbox"/>	DOE	JANEY		610012392	FS		

Message

- From the **AMEN** screen, select option **'R', 'Interim/Hist Change'**, to complete the Redet.
- Fast path to the MISC screen** and enter a **'Y'** in the **'Redet Compl'** field, then press **Enter**.

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CHANGE          AU NON-FINANCIAL MISCELLANEOUS - MISC          MISC  A
Month 09 16          RPV35G 08 29 16

HOH Name DOE          JANEY          Client ID 482010195
AU ID 610012392      Prog FS          SAIL Ctl

MR/OR      MR/OR      MR/OR      Calc Elig Trial Elig  FS  --Expedited---
Recd Complete Good Cause      Ind  HH Increm Intvw  Serv Disc Date
                                Y          Y  08 29 16

Redet Telephone Auto Re SLAM Lump Sum Presump -----Redet----- Dly Days QMB
Compl Int Date Override Ind Remain      Elig Method Send EDD Rsn ODue Ovrd
Y N          F          F          F          F          F          F          F
PPI Service Ref      Rsn      Date      QA Error Ind QC          SR      AR
Are there any unpaid medical bills?      MA Ext
Sched Interview      Unit Number 1520375 Client ID
Del      Inquiry Date 08 29 16      EW ID
Appt Date      Appt Type      Method
Appt Begin Time (HH:MM)      :      Appt End Time (HH:MM)      :
Session :
L Name/Appt Remarks
Message
  
```

- In the **ELIG** screen enter **'Y'** in the **'Confirm'** field, then press **Enter**.

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CHANGE          NON-FINANCIAL ELIGIBILITY RESULTS - ELIG          ELIG  A
Month 09 16          REN285 08 29 16          01

AU ID 610012392      Prog FS      Prog Type C      Med Cvrng Grp
Confirm Y      Two Parent      MOE Reason Codes      DHMH Ref

AU      AU Status      AU Stat      Appl      Begin      Pd Thru      ---Penalty---
Stat      Reasons      Date      Date      Date      Date      Type      End Date
A          082916      082916      082916

-----
First Last Rel V Finl --Stat-- Rsn      Appl      Begin      Pd Thru      St      Penalty      SYSAB
Name Name Resp Date      Date      Date      Date      MA Type Date
DOE JAN SE BC RE A 082916      082916 082916
  
```

Message 1479
1479 EDRS VERIFICATION REQUEST PENDING. REVIEW FOR CALL COMPLETION LATER

6. On the **FSFI** screen enter 'Y' in the 'Bnft Confirm' field and 'Y' in 'Notice Override' field, then press **Enter**. The 'Redet End Date' will now show an additional 12 months. Note, the 'Redet Begin Date' will show the ongoing month as the redet is being done in the ongoing month.

INQUIRY		FOOD STAMP FINANCIAL ELIGIBILITY - FSFI		FSFI
Month 09 16	RPV35G 08 29 16			
AU ID 610012392	Prog FS	Prog Type C	HH Size 01	
Cat Elig C		Child Support Deductn	.00	
Assets		Shelter Cost	.00	Uncapped
Asset Limit	3250.00	Shelter Deductn	.00	Shelter Y
Total Assets	.00	Medical Deductn	.00	
Income Test		Dep Care Deductn	.00	TFS N
Gross Income Standard	.00	Adjusted Net Income	398.00	CAP N
Gross Earned Income	.00	Net Income Standard	.00	
Earned Income Deductn	.00	30% Adj Net Income	120.00	
Net Earned Income	.00	Thrifty Food Plan	194.00	
Gross Unearned Income	555.00	Grant Amount	74.00	
Cash Benefit Amount	.00	Recoupment Amount	.00	
IV-D Passthru Amount	.00	Benefit Amount	74.00	
Standard Deductn	157.00	Previous Benefit	.00	
Bnft Eff Date 082916	Bnft Confirm Y	Reasons		Budgeting Method P
Notice Type	Waive Advr Act Period	Notice Override Y		Simplified Rpt N
Redet Begin Date 08 16	Redet End Date 07 17	MR Stat N	MR Class 7	Strat N
Message				

7. Repeat steps #3 to #6 one more time. After completing the second redet, the FSFI screen will show the 36-month, 3-year, cert period.

CHANGE		FOOD STAMP FINANCIAL ELIGIBILITY - FSFI		FSFI	A
Month 09 16	REN285 08 29 16				
AU ID 610012392	Prog FS	Prog Type C	HH Size 01		
Cat Elig C		Child Support Deductn	.00		
Assets		Shelter Cost	.00	Uncapped	
Asset Limit	3250.00	Shelter Deductn	.00	Shelter Y	
Total Assets	.00	Medical Deductn	.00		
Income Test		Dep Care Deductn	.00	TFS N	
Gross Income Standard	.00	Adjusted Net Income	398.00	CAP N	
Gross Earned Income	.00	Net Income Standard	.00		
Earned Income Deductn	.00	30% Adj Net Income	120.00		
Net Earned Income	.00	Thrifty Food Plan	194.00		
Gross Unearned Income	555.00	Grant Amount	74.00		
Cash Benefit Amount	.00	Recoupment Amount	.00		
IV-D Passthru Amount	.00	Benefit Amount	74.00		
Standard Deductn	157.00	Previous Benefit	74.00		
Bnft Eff Date 082916	Bnft Confirm y	Reasons 306		Budgeting Method P	
Notice Type 004	Waive Advr Act Period	Notice Override y		Simplified Rpt N	
Redet Begin Date 09 16	Redet End Date 07 19	MR Stat N	MR Class 7	Strat N	
Message					

Attachments: ESAP Tool Kit, ESAP Application

INQUIRIES

For policy-related questions, please contact fia.policy@maryland.gov. For CARES-related questions, please contact Maryann Maher at 410-238-1363 or maryann.maher1@maryland.gov.

cc: DHR Executive Staff
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